



Strategic Priorities Information Paper

Line of Effort 3, Goal 7:

Advance IT & Collaboration

Goal leader: Michael Osborn, AFIMSC Chief Information Officer

Goal Description: The goal is to strategically manage AFIMSC information technology from portfolio management and service catalog to IT risk to the organization and mitigation. The goal also seeks to increase customer satisfaction of IT capabilities in AFIMSC.

What are your objectives?

With an overall goal of Enterprise IT Strategic Management, we have identified four specific objectives:

- Implement IT strategy portfolio management, strategic sourcing and governance;
- Collect and prioritize AFIMSC mobile application candidates;
- Improve daily customer experience through customer support, education and feedback on IT helpdesk, Office 365 and voice services; and
- Train employees on how to use collaboration tools, specifically MS Teams, no later than September 2020.

Why is Advancing IT Support and Collaboration important to AFIMSC?

Accomplishing our goal means better support to customer, optimized spending for IT and reduced risk to the organization.

How does your goal support AFMC, Air Force and National Defense Priorities?

Like all of our goals, our goal is ultimately focused on improving AFIMSC's ability to deliver installation and mission support to our Air and Space Forces in support of AFMC, Air Force and National Defense priorities.

How are you measuring success?

We're implementing a service catalog outlining AFIMSC IT capabilities and portfolio management to manage and track IT investment, projects and activities related to AFIMSC Enterprise IT.